



## DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services

7500 Security Boulevard  
Baltimore, MD 21244-1850

**Ref: S&C-02-27**

**DATE:** April 29, 2002

**FROM:** Director  
Survey and Certification Group  
Center for Medicaid and State Operations

**SUBJECT:** Update to Data Posted on Nursing Home Compare Website

**TO:** Associate Regional Administrators, DMSO  
State Survey Agency Directors

This memorandum is to provide you with information on the imminent introduction of complaint data on the Centers for Medicare & Medicaid Services (CMS) Nursing Home Compare website (<http://www.medicare.gov/NHCompare/home.asp>). We expect the website to include this new information beginning on or around May 7.

As a result of recommendations made in a Congressional report on survey data posted on Nursing Home Compare, CMS will be expanding the survey data currently posted to include health deficiencies cited as a result of a complaint investigation. Currently, we report only health deficiencies that are cited during the standard survey.

There is a slight overlap between standard survey and complaint survey deficiency findings. As a result, deficiencies found on both a complaint and standard survey, i.e., those that have identical tags, scope and severity, and deficiency dates within one month of each other will appear only once on the website.

The link to "Inspection Results" will lead to information that includes complaint deficiency citations as well as deficiencies cited during a routine survey. We are changing the display of deficiency data slightly (see attached example). Nursing Home Compare will display deficiency data with the date of the citation underneath the deficiency description in the first column of the chart. This identifies the date the deficiency was cited and will also let consumers identify those deficiencies that were cited during the standard survey from those cited during a complaint investigation. Dates that do not reflect the date of the last inspection are deficiencies cited as a result of a complaint investigation.

In addition to the date of the last inspection, complaint deficiency citations will be displayed by calendar period. For example, when a website viewer selects the most recent survey results, complaint deficiencies cited during the previous 15 months will be displayed. When the viewer selects the first prior survey, complaint deficiencies cited 16 to 28 months previously will be displayed.

We believe these changes will improve the quality of data we provide to website viewers. We welcome any comments you might have about these changes.

If you have any questions or need further information, please contact Ed Mortimore of my staff at (410) 786-3509 or email at [emortimore@cms.hhs.gov](mailto:emortimore@cms.hhs.gov).

**Effective Date:** This announcement is effective immediately.

**Training:** The information contained in this announcement should be shared with all survey and certification staff, their managers and the state/RO training coordinator.

/s/  
Steven A. Pelovitz

Attachment

[View Previous Inspection Results](#)

Date of last inspection: 01/25/2002

Complaint Investigations During: 01/01/2001 - 03/31/2002

Total number of health deficiencies for this nursing home: 3

#### Quality Care Deficiencies

Inspectors determined that the nursing home failed to:	Date of Correction	Level of Harm	Residents Affected Few->Some->Many
1. Make sure each resident is being watched and has assistance devices when needed, to prevent accidents.  (01/25/2002)		3 = Actual harm Least -> Most  <div><div>1</div><div>2</div><div>3</div><div>4</div></div>	Few

#### Environmental Deficiencies

Inspectors determined that the nursing home failed to:	Date of Correction	Level of Harm	Residents Affected Few->Some->Many
2. Have a program to keep infection from spreading.  (01/25/2002)		2 = Minimal harm or potential for actual harm Least -> Most  <div><div>1</div><div>2</div><div>3</div><div>4</div></div>	Some

Administration Deficiencies			
Inspectors determined that the nursing home failed to:	Date of Correction	Level of Harm	Residents Affected Few->Some->Many
3. Get services outside the nursing home that meet professional standards.  (01/25/2002)		2 = Minimal harm or potential for actual harm Least -> Most  <div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> </div>	Some



**Total Number of Deficiencies Found During the Last 3 Inspections and from Complaint Investigations by Category Type**

Deficiency Category	Survey Date: <a href="#">01/25/2002</a> Complaint Reporting Period: 01/01/2001 - 03/31/2002	Survey Date: <a href="#">06/29/2001</a> Complaint Reporting Period: 01/01/2000 - 12/31/2000	Survey Date: <a href="#">12/21/2000</a> Complaint Reporting Period: 01/01/1999 - 12/31/1999
Mistreatment	0	0	0
Quality Care	1	0	0
Resident Assessment	0	0	1
Resident Rights	0	0	1
Nutrition and Dietary	0	1	2
Pharmacy Service	0	0	0
Environmental	1	0	3
Administration	1	0	0
Reported Between Inspections	0	0	0